



Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Ralph G. Tonseth

**SUBJECT: MBA RESPONSE: TERMINAL
SPACE RESTRICTIONS**

DATE: 06-01-04

Approved /s/

Date

Council District: Citywide

RECOMMENDATION

Amend Section 25.04.300 of Chapter 25.04 of Title 25 of the San José Municipal Code and the Airport Master Plan, to increase the space limitation of the Airport terminal facility to 1.7 million square feet of enclosed building area (not including required utility spaces).

BACKGROUND

The Master Plan for Mineta San José International Airport, prepared during the early and mid 1990's and ultimately adopted by Council in 1997, serves as a guide for the physical development of the Airport. A major component in the preparation of the Airport Master Plan was the analysis and recommendations for passenger terminal facility improvements. The Master Plan analysis projected approximately 1.075 million square feet of terminal building space to adequately serve the air travel needs for 2010. This figure was used to provide a footprint location for the terminal area on the northeast side of the Airport and as input for developing capital cost estimates.

The Council's adoption of the Airport Master Plan in June 1997 included a set of policies to be incorporated in an Airport Master Plan Implementation Ordinance, two of which were to limit terminal facilities to a maximum of 40 airline gates and 775,000 square feet of building space. The Airport Master Plan Implementation Ordinance was adopted in March 1998. In November 2001, as part of Council's approval of an amendment to the Airport Master Plan modifying the terminal area development projects, the Implementation Ordinance was amended, with the restriction on terminal building space changed from 775,000 square feet to 1.075 million square feet, as originally specified in the 1997 Master Plan.

ANALYSIS

The enclosed building area available for terminal functions is an issue of concern in the implementation of the Master Plan. Changes in the regulatory and market conditions, especially since 9/11, require significantly more area than anticipated when the master planning was done in the early/mid 1990's. It is becoming increasingly apparent that the Airport cannot adequately meet security requirements and provide the desired levels of customer service if restricted to a maximum size of 1.075 million square feet. Increasing the space limitation of the Airport terminal facility to 1.7 million square feet of enclosed building area will require amendments to the Municipal Code and to the Airport Master Plan, as well as environmental review under CEQA.

Changing Demands for Terminal Area

Regulatory Changes

- Several TSA requirements related to security now require far greater area within the Terminal. Security checkpoints are larger and the new requirements for explosive detection screening for all checked baggage require substantially more area.
- Security requirements have introduced the need for an entirely new type of space within terminals as well: “meet and greet” areas need to accommodate both travelers and non-travelers in non-secure areas, but within reasonable proximity to airline gates.

Market Changes

- Concessions programs have become a much bigger part of airport operations. The traveling public is coming to expect more in terms of concessions, particularly food, at airports. Requests for more concessions and greater food and merchandise selection are some of the most frequent customer comments received at the airport. These concessions would also be a substantial revenue source for the airport and would provide opportunities for local business.
- Concession space must be provided both before and after security checkpoints.
- Larger restroom facilities are a significant consideration: larger stalls are required to accommodate travelers with carry-on luggage, who must comply with security requirements to maintain visual surveillance of their bags at all times, and family-friendly restrooms are a growing priority in customer satisfaction.
- New services have arisen that travelers are coming to expect. Many people traveling today want places that they can use computers, particularly with connections to the Internet.
- Airline and Business clubs have become more important in attracting business passengers. This in turn leads to higher revenue per passenger to the airport, which helps the airlines offset the capital investment costs.
- The terminal infrastructure is becoming more complex, and this has required an increase in required terminal area. Data centers are required to house the many data related computer and backbone systems. Operating centers for such things as building automation have become more numerous and space intensive.

Scope Changes

- A major change in the scope of the Terminal has been the addition of Automated People Movers (APMs), both landside and airside. This has added significantly to the area required. The area for the stations is the primary addition, but added circulation to and from stations is necessary as well.
- The original Master Plan did not anticipate a two level roadway system. The Master Plan has since been amended to include a two level roadway. This requires some additional area in the Terminal, particularly additional circulation space.

Level-of-Service

The way airport terminals are used today is also different. People arrive earlier, non-travelers must wait outside security, and the lines passengers must wait in are longer. It is essential that adequate area be

allocated to public service and circulation areas. Staff recommends using the International Air Transport Association's (IATA) standard for a Level-of-Service "B". This standard sets a minimum for the amount of space that should be used for major areas within the terminal in order to provide a good level of comfort and convenience for passengers using the terminal. Using this standard, the Airport can overcome the existing impacts of its small facilities:

- Overcrowding in areas of congregation such as gate hold rooms, and corridors;
- Long waits at terminal processing points such as ticketing, security and baggage and the disruption of pedestrian traffic due to the long lines;
- Limited amenities such as kids' play areas, USO facilities, and meditative spaces;
- Lack of in-terminal maintenance and storage spaces, which increase both operating costs and service vehicle traffic around the airport;
- No opportunities for "celebratory spaces" to provide a special character to San José.

COORDINATION

This memo has been coordinated with the City Attorney's Office.

/s/

RALPH G. TONSETH
Director of Aviation, Airport

